

MARCH TRAINING SCHEDULE

Organizational Development

March 2016

SLT Effective Delegation & Employee Engagement

3/02 8:30-3:00 #0594-11

Conflict Management

3/03 8:30-12:00 #0648-04

SLT Performance Management

3/09 8:30-3:00 #0595-11

Adult CPR & First Aid

3/09 8:30-4:00 #0169-35

Microsoft PowerPoint Level 2

3/10 8:30-4:00 #0975-02

Communication Effectiveness 1

3/15 8:30-10:00 #0631-03

Communication Effectiveness 2

3/15 10:30-12:00 #0632-03

Understanding Emotional Intelligence

3/15 1:00-2:30 #1022-01

SLT Writing & Delivering Performance Reviews

3/16 8:30-3:00 #0596-11

New Employee Orientation

3/18 8:30-3:30

3/24 8:30-3:30

LCW Public Service

3/23-3/29

Microsoft Excel 2010 Level 1

3/24 8:30-4:00 #0509-14

SLT Performance Tool Kit

3/30 8:30-3:00 #0597-11

Editing Business Documents

3/31 8:30-4:30 #1028-01

AFI Webinar

Debunking the Myths of Innovation



Emotional Intelligence

Interested in learning how emotional intelligence can guide your ability to deal with others, understand their emotions, as well as your own?

Learn more in Joan Zeglarski new course

Understanding Emotional Intelligence (EI)

Develop the ability to manage people and relationships for both personal and professional success. Use EI strategies to take control of your life and help achieve your goals.

(See page 3)

Editing Business Documents

Written communication, whether electronic or on paper, is an essential business tool. Good writing is an integral part of being a successful business professional today. Join Allison Horak in her course

Editing Business Documents to approach your documents with "fresh eyes." Learn tips, tools and techniques to become a better editor, organize documents in a logical flow, clarify meaning and eliminate emotional language. (See page 6)



Interested in a course, but not sure how to Enroll?

Use ACORN Self-Service or contact your Department Training Coordinator.

ACORN > Main Menu > Self Service > Learning and Development

For more information, contact OD at Learning@placer.ca.gov or 530-886-4670.

Classes are held at OD Training Room 1, 11486 B Avenue in Auburn unless otherwise noted.



OPEN HOUSE

Do you **FREEZE** when your boss asks you to lead a meeting?

Are you looking to **GROW** as a leader?

If you answer **YES** to one of these questions, **TOASTMASTERS** can help.

Join us at Toastmasters to learn how to...

- Communicate clearly with customers and each other
- Speak up with confidence
- Organize well-run meetings
- Lead teams
- Mentor others
- Provide constructive feedback
- Improve interview skills

MARCH

Placers Gold Toastmasters

Date: Tuesday, March 15, 2016

Time: 12:05 p.m. - 1:00 p.m.

Location: Auburn Justice Center
2929 Richardson Drive, Auburn

Contact: placersgold.toastmasters@gmail.com

APRIL

Voices of Lincoln Toastmasters (VOLT)

Date: Thursday, April 14, 2016

Time: 6:30 p.m. - 8:00 p.m.

Location: Willow Room, Lincoln Public Library
485 Twelve Bridges Drive, Lincoln

Contact: scnunez@gmail.com

www.toastmasters.org

JOIN US FOR AN
OPEN HOUSE
to Gain Confidence
and Find Your Voice



WHERE LEADERS
ARE MADE

March Classes



Communication

COMMUNICATION

COMMUNICATION EFFECTIVENESS – 1

Tuesday 3/15 8:30-10:00 #0631-03

Instructor: Joan Zeglarski Target Audience: Everyone

In Part I, discover four styles of workplace behavior/communication and explore the strengths and limitations of your individual style. Learn how to adapt your communication to different styles.

COMMUNICATION EFFECTIVENESS – 2

Tuesday 3/15 10:30-12:00 #0632-03

Instructor: Joan Zeglarski Target Audience: Everyone

In Part II, learn about your workplace behavior/communication when you are in conflict with others. Understand how others interpret your behavior.



Cooperation

COOPERATION

CONFLICT MANAGEMENT

Thursday 3/03 8:30-12:00 #0648-04

Instructor: Carol Scofield Target Audience: Everyone

Identify your conflict management style and develop a style that works. Identify characteristics of difficult people and how to deal with them. Learn effective language for use in conflict situations to maximize your outcomes.

- Problem solve using facts rather than emotions
- Discover and practice steps for conflict resolution
- Deal with others' anger and maintain your professionalism

UNDERSTANDING EMOTIONAL INTELLIGENCE

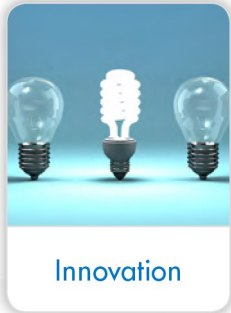
Tuesday 3/15 1:00-2:30 #1022-01

Instructor: Joan Zeglarski Target Audience: Everyone

By the end of this course, participants will be better able to use their understanding of emotional intelligence to get the best from themselves and others and apply that knowledge to create successful interactions in the workplace.



March Classes



INNOVATION

DEBUNKING THE MYTHS OF INNOVATION Webinar

Available online at your workstation through [TargetSolutions](#), [Self-Assign](#).

Instructor: Sponsored by Alliance for Innovation Webinar

Target Audience: Everyone

Topics included in this webinar:

1. Techniques for innovative thinking
2. Overcoming the fear of judgment
3. Skills for developing creative confidence
4. Ideas on how you can build an innovative culture in 2014; and
5. Sustaining the motivation for change. [Access TargetSolutions](#)

TRANSITIONING CUSTOMER SERVICE INTO CUSTOMER SATISFACTION Webinar

Available online at your workstation through [TargetSolutions](#), [Self-Assign](#).

Instructor: Sponsored by Alliance for Innovation Webinar

Target Audience: Everyone

It is quite common for a huge gap to exist between the customer's perceptions and your intentions for high quality customer service. The good news is this gap can be closed. This webinar takes participants through the keys to understanding the difference between customer service (the input) and customer satisfaction (the output). It explores the transition from complaint-based measurement vs satisfaction-based metrics in government services. Explains how a Customer Satisfaction Index (CSI) system aligns service and satisfaction so that leadership, management, frontline service providers, customers, the media and taxpayers all share similar expectations for what constitutes poor, mediocre and excellent service. Learn how to embed a focus on customer satisfaction into your organization's culture and day to day mindset. [Access TargetSolutions](#)



JOB KNOWLEDGE

NEW EMPLOYEE ORIENTATION

Friday 3/18 8:30-3:30

Thursday 3/24 8:30-3:30 JUST SCHEDULED

Instructor: CEO David Boesch, Human Resources, PPEO

Target Audience: New Employees are enrolled by OD

Welcome to Placer County! As a new employee, you will be automatically enrolled in this course based on your hire date. This course will cover topics to help you effectively transition into your new role. The session includes an overview of the County organizational structure, the County goals, as well as information about the different departments, the services they provide, and all your resources to support the important work you do every day. You will participate in an individual goal setting exercise to help you see how your role connects to your department and the County's goals. Interactive learning games will keep you energized and engaged.



March Classes

JOB KNOWLEDGE - CONTINUED

PUBLIC SERVICE: UNDERSTANDING THE ROLES AND RESPONSIBILITIES OF PUBLIC EMPLOYEES Webinar

Available online at your workstation 3/23-3/29 through TargetSolutions, Self-Assign.

Instructor: Liebert Cassidy Whitmore (LCW) Webinar

Target Audience: Everyone

LCW does NOT cover Placer County specific codes and procedures.

This half-day workshop is designed to provide an overview of what it means to be a public employee, the important role of a public servant and how to succeed in public service. The workshop will cover the following topics:

- The difference between public vs. private sector employment
- The responsibilities and role of a public employee
- Common labor laws for public employees
- Ethical obligations of public servants
- Efficient use of public resources
- Providing customer service



MANAGING PEOPLE

SUPERVISION AND LEADERSHIP TRAINING SERIES (SLT)

Instructor: Sally Klauss, OD Target Audience: Supervisors and Managers

This training is specifically designed to help drive the County's initiative for Employee Engagement, Training, and Performance Management. This series will require approval by the attendee's department with the submittal of a series application.

Applications located at [MyPlacer > Learning Zone > Organizational Development Learning Resources > Supervisors Toolbox](#)

Effective Delegation & Employee Engagement

Wednesday 3/02 8:30-3:00 #0594-11 SESSION FULL

Performance Management

Wednesday 3/09 8:30-3:00 #0595-11 SESSION FULL

Writing and Delivering Performance Reviews

Wednesday 3/16 8:30-3:00 #0596-11 SESSION FULL

Performance Tool Kit

Wednesday 3/30 8:30-3:00 #0597-11 SESSION FULL



March Classes



Safety

SAFETY

ADULT CPR & FIRST AID

Wednesday 3/09 8:30-4:00 #0169-35

Instructor: Midge Golizio Target Audience: Everyone

Location: Professional Educational Program 1990 Heritage Oaks Place, Suite 6, Auburn

This is a comprehensive training program in emergency first aid care for non-health care related staff. When a emergency occurs, you may panic and be unsure of what to do until professional help arrives. Topics include: Adult CPR, choke rescue, control bleeding, shock care, medical emergencies (heart problems, stroke, asthma, allergic reaction, poisoning, diabetes, seizures), injury assessment and care. In addition, training includes the use of an Automated External defibrillator (AED). Course meets Federal and State OSHA regulatory requirements for training employees in Adult CPR/AED and First Aid. Upon successful completion of the course a certificate of completion will be awarded for two years.



Use of
Technology

USE OF TECHNOLOGY

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

POWERPOINT 2010—LEVEL 2

Thursday 3/10 8:30-4:00 #0975-02

Instructor: ISInc. Staff Target Audience: Experienced PowerPoint Users

Enhance your presentation by using features that will transform it into a powerful means of communication. Upon successful completion of this course, students will be able to:

- Customize the PowerPoint environment
- Customize a design template
- Add SmartArt graphics to a presentation
- Customize a slide show
- Collaborate on a presentation
- Secure and distribute a presentation

EXCEL 2010—LEVEL 1

Thursday 3/24 8:30-4:00 #0509-14

Instructor: ISInc. Staff Target Audience: Beginning Excel Users

This course is designed for students who desire to gain the necessary skills to create, edit, format, and print basic Microsoft Office Excel 2010 Worksheets. Upon successful completion of this course, students will be able to:

- Create a basic worksheet
- Perform calculations in an Excel worksheet
- Modify an excel worksheet
- Format a worksheet



March Classes

TARGETSOLUTIONS ONLINE COURSES

Can't make it to one of the instructor led computer courses? Try Online.

TargetSolutions has added 100 new professional development courses to help employees perform more efficiently and effectively in the workplace. These courses educate employees on computer skills, communication, customer service, time management, leadership, writing and much more. Courses are self-paced and located on the TargetSolutions home page under "Self Assign" training, use the search word "SMART".

SMART OFFICE

Available online at your workstation through TargetSolutions, Self-Assign.

Effectively operating Microsoft Office programs (i.e. Word, Excel, PowerPoint, and Outlook) is important in a professional work environment. These courses educate employees on various programs and provide lessons on how to implement new skills. Courses are self-paced and located on the TargetSolutions home page under "Self Assign" training, search word SMART.

SMART OFFICE | EXCEL

Excel Essential Training I

Excel Essential Training II

SMART OFFICE | OUTLOOK

Outlook 2010 Essential Training

Outlook 2010 Essential Training II

SMART OFFICE | POWERPOINT

PowerPoint 2010 Essential Training

PowerPoint 2010 Essential Training II

SMART OFFICE | WORD

Word 2010 Essential Training

Word 2010 Essential Training II

[Access TargetSolutions](#)



TARGETSOLUTIONS

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Read More >>

March Classes



WRITING

EDITING BUSINESS DOCUMENTS

Thursday 3/31

8:30-4:30

#1028-01

Instructor: Allison Horak

Target Audience: Everyone

After writing comes the important task of editing. The foundation of this course is equipping ourselves to edit our own work, as well as the writing of others. Participants will learn how to approach their own documents with "fresh eyes" and overcome the temptation to tinker with (as opposed to edit) another person's document. Course objectives include:

- Recognize bad writing / lack of editing
- Understand and employ the tenet of plain language
- Use basic editorial marks
- Organize documents using a logical flow
- Edit for clarity and meaning
- Eliminate emotional language and add objective phrasing
- Learn how to give feedback in a constructive way
- Employ track changes as an editing mechanism



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